FIG 1

121	LOCAL NETWORK
122	SERVER COMPUTER
125	STATISTICAL MODEL
126	DATABASE
130	ELECTRONIC MESSAGE
131	COMMUNICATIONS LINK
132	CLIENT COMPUTER
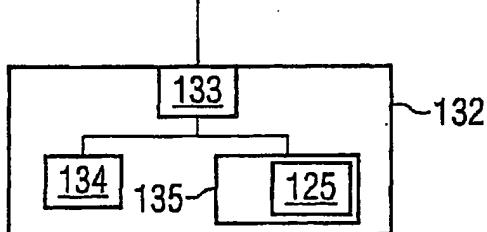
| 101	TELEPHONE TERMINALS
102	TELEPHONE LINES
103-105	CALL CENTER COMPUTERS
106-108, 115-117, 123, 128, 133	INPUT/OUTPUT INTERFACES
109-111, 127, 134	PROCESSORS
112-114, 124, 135	MEMORIES
118-120, 129	COMPUTER BUSES

FIG 2   2/5

200

201

200	COMPUTER ARRANGEMENT
201	SERVER COMPUTER
202, 218, 219, 220	MEMORIES
203, 215, 216, 217	PROCESSORS
204, 212, 213, 214	INPUT/OUTPUT INTERFACES
205	COMPUTER BUS
206	DATABASE
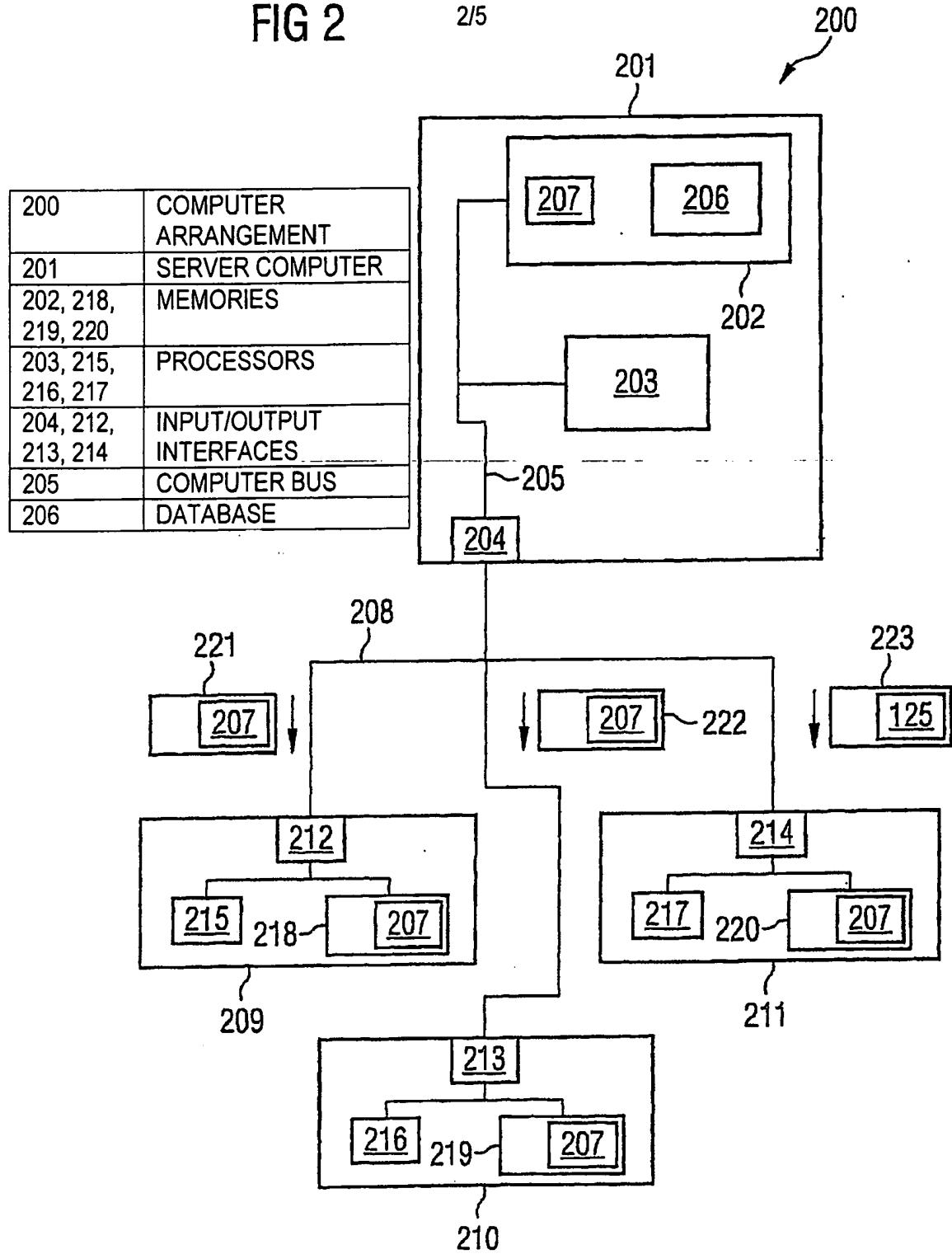
207	STATISTICAL MODEL
208	COMMUNICATIONS NETWORK
209, 210, 211	CLIENT COMPUTERS
221, 222, 223	ELECTRONIC MESSAGES
125	STATISTICAL MODEL

FIG 3
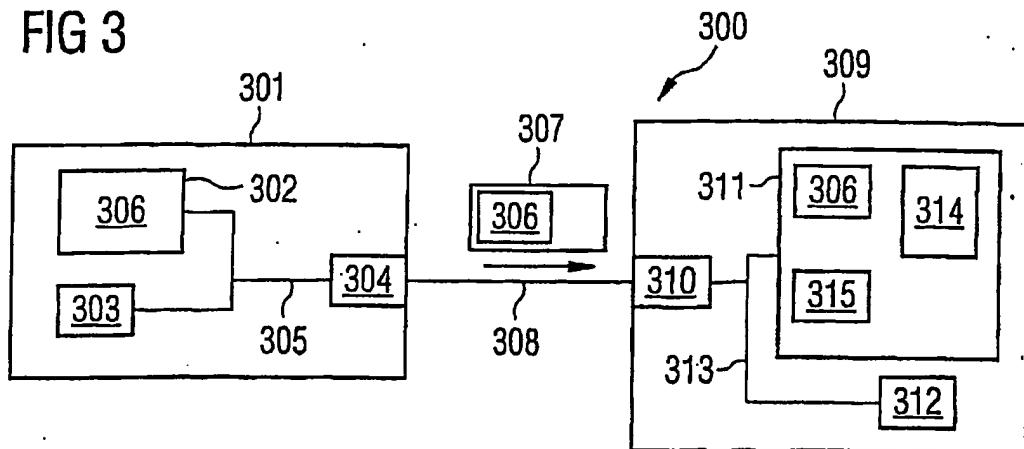
300	COMPUTER ARRANGEMENT
301	COMPUTER
302	MEMORY
303	PROCESSOR
304	INPUT/OUTPUT INTERFACE
305	COMPUTER BUS
306	STATISTICAL MODEL
307	ELETRONIC MESSAGE
308	INTERNET
309	COMPUTER
310	INPUT/OUTPUT INTERFACE
311	MEMORY
312	PROCESSOR
313	COMPUTER BUS
314	CUSTOMER DATABASE
315	OVERALL STATISTICAL MODEL

FIG 4
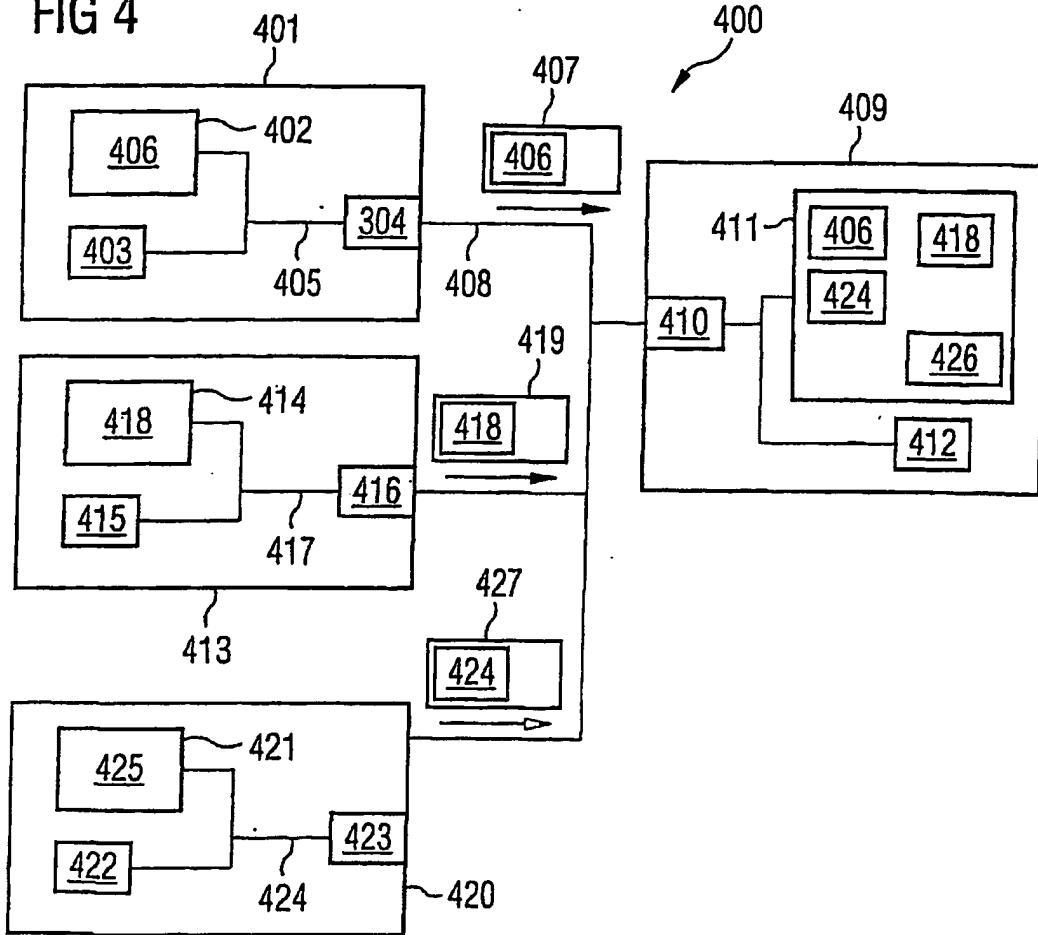
400	COMPUTER ARRANGEMENT
401, 413, 420	COMPUTERS
402, 411, 414, 421	MEMORIES
403, 412, 415, 422	PROCESSORS
304, 410, 416, 423	INPUT/OUTPUT INTERFACES
405, 417, 424	COMPUTER BUSES
406, 418, 425	STATISTICAL MODEL
407, 419, 427	ELECTRONIC MESSAGES
408	COMMUNICATIONS CONNECTION
409	CLIENT COMPUTER
426	OVERALL STATISTICAL MODEL

FIG 5

500

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514 516 518

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511 513 509

512 517

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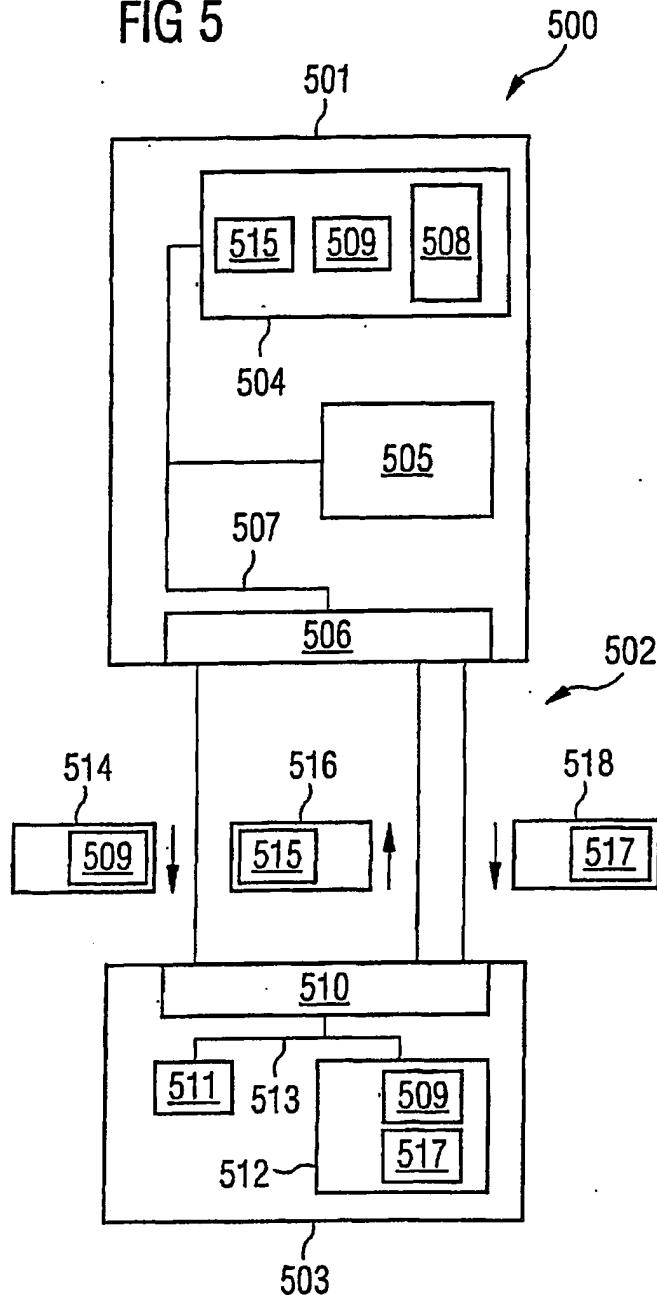
500	COMPUTER ARRANGEMENT
501	SERVER COMPUTER
502	TELECOMMUNICATIONS NETWORK
503	CLIENT COMPUTER
504, 512	MEMORIES
505, 511	PROCESSORS
506, 510	INPUT/OUTPUT INTERFACES
507, 513	COMPUTER BUSES
508	CUSTOMER DATABASE
509	STATISTICAL MODEL
514, 516, 518	ELECTRONIC MESSAGE
515	PART OF STATISTICAL MODEL
517	CUSTOMER DETAILED INFORMATION